



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

SUPERVISING INSURANCE COMPLIANCE OFFICER

\$5,364 - \$6,478

CONSUMER SERVICES DIVISION

CLAIMS SERVICES BUREAU

LOS ANGELES

RESPONSIBILITIES:

Under general direction of the Bureau Chief, the incumbent will plan, organize and direct the activity of staff engaged in resolving and responding to consumer complaints/inquiries specific to claims handling practices; develop training plans for staff development and provide training; assist in establishing Bureau policy and procedures; enforce consistency of operations within the Bureau; responsible for the most complex and sensitive projects as assigned; represent the Bureau at meetings and industry functions as directed by the Bureau Chief; and other related duties as required.

DESIRABLE QUALIFICATIONS:

Five years of experience in insurance claims adjusting, underwriting or insurance consumer services including a minimum of two years' experience in a supervisory capacity directing three or more professional staff; graduation from college with a bachelor's degree is highly desirable, however, experience will be accepted in place of the college degree on a year-for-year basis. Candidates must have knowledge of insurance practices and the Insurance Code, along with good supervisory, interpersonal, analytical and verbal/written communication skills.

WHO MAY APPLY:

Applications will be accepted from current State employees at the Supervising Insurance Compliance Officer level, those within transfer range, or individuals who have list eligibility. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.***

STATEMENT OF QUALIFICATIONS:

All interested candidates must submit a completed standard State of California application and a "Statement of Qualifications" in order to be considered for this position. The Statement of Qualifications is a narrative discussion of your education, training, experience and skills as it relates to the desirable qualifications listed above. The Statement of Qualifications serves as documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.

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DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.



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Resumes do not take the place of the Statement of Qualifications. Applicants who fail to submit the Statement of Qualifications may be eliminated from the selection process.

APPLICATION PROCEDURE:

Send a completed standard State of California application and Statement of Qualifications to Teresa Foster, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, Suite 1300, Sacramento, CA 95814. **Please indicate "Supervising ICO #413-372-8560-002" on the State application.** For additional information, please call (916) 492-3423.

FINAL FILE DATE: July 17, 2013 – 5:00 p.m. CLOSE OF BUSINESS

NOTE: Interested individuals, including list eligibles, must submit applications in order to be considered for this position. If you are applying for more than one recruitment, a separate State Application (STD 678) is required for each recruitment for which you would like to be considered.

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